

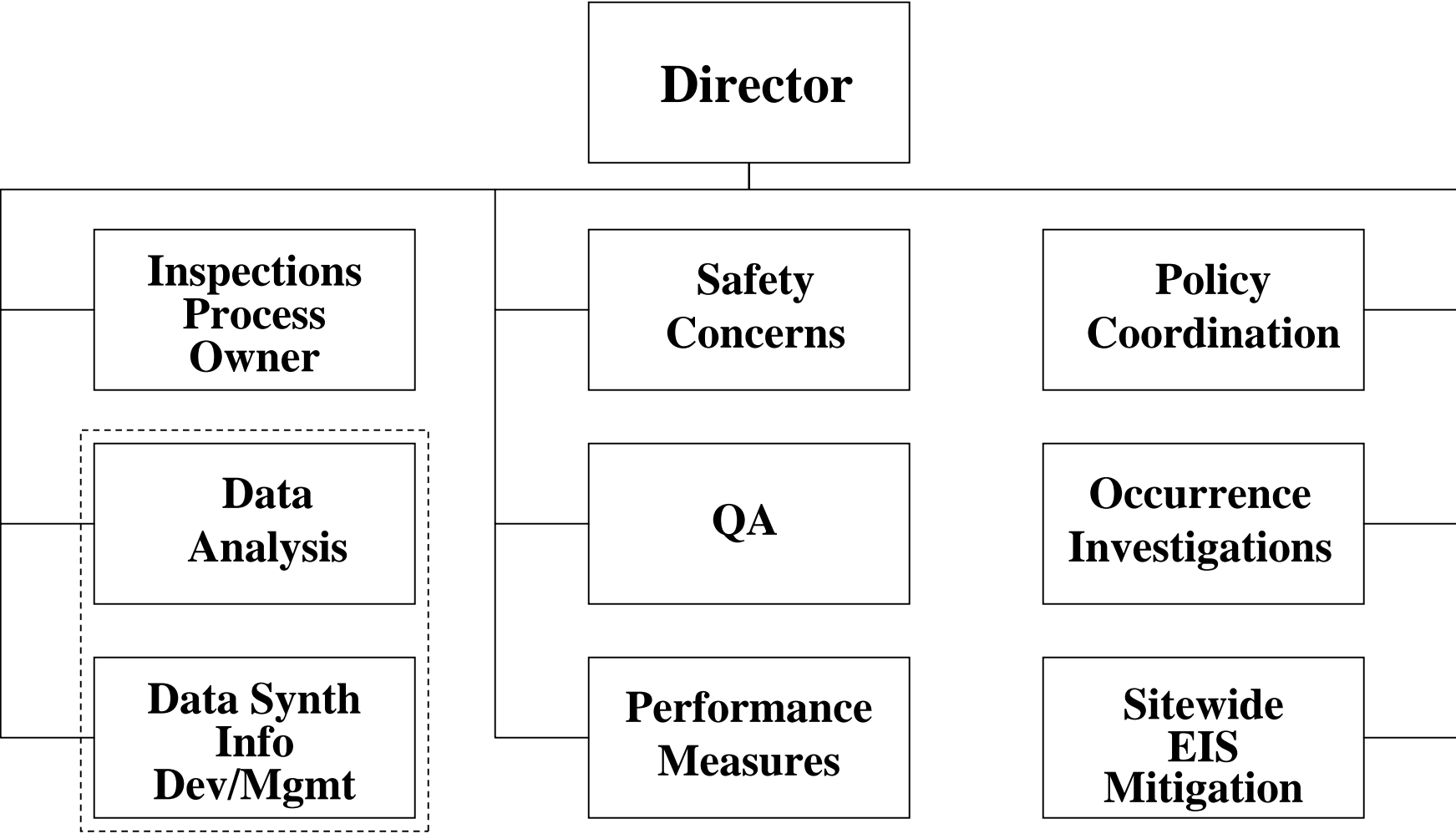
# Operations Assurance Organizational Plan

ESH Division Retreat  
February 16-17,2000

**PLAN 1**

*“Traditional”*  
**Operational Assurance**  
*“Step 5”*

Focus  
*“Service Delivery”*



## **CRITICAL PREMISE:**

**All Inspections/Assessments are “Friendly”**

**Good managers want/seek information on vulnerabilities as well as strengths - formal escalation policy and “friendly” inspections support/encourage this proposition.**

To assure integrity of the inspection process:

1. Formal escalation policy/process is required
2. LIR for implementation

*(note: some activities may move - PAAA to John Browne)*

## PLAN 1

### CON(cern)S:

1. Potential for a shadow organization for Inspections developing in Ops Assurance (intention is that SME for inspections are drawn from ESH Division and line)
2. Requires significant cultural change (assessments/inspections no longer black hat/white hat, us vs. them)

## **PLAN 1**

### **PROS:**

1. Increase trust across the institution
2. Fixes problems at the right/lowest level
3. Pushes us to manage better
4. Improves Servanthood
5. Provides transition to Plan 2 (ISM focus).

**PLAN 2**

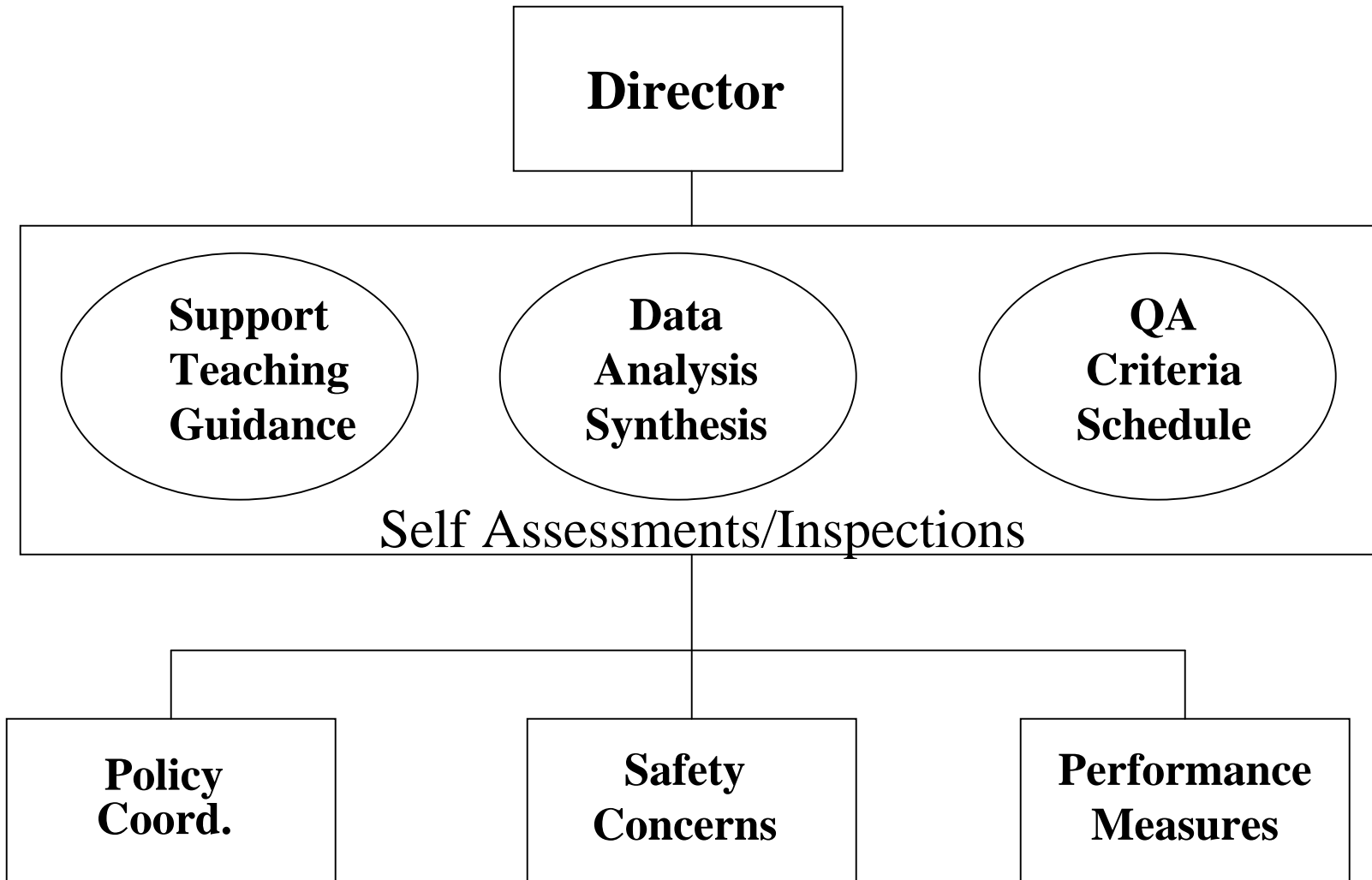
*“Non Traditional”*

Focus

# Line Operational Assurance

*“ISM/Self Assessment”*

*“Step 5”*



## PLAN 2

### CON(cern)S:

1. Regulators talk directly with line, bypassing ESH Division.
2. Do we still need an independent inspection function?
3. Line may see this as more work.
4. Harder and longer to make this cultural change.

## PLAN 2

### **PROS:**

1. Regulators talk directly with line, bypassing ESH Division.
2. Meets Denny's reorg criteria.
3. Takes self assessment and accountability to the line.
4. Integrates work and assessment at the worker level.
5. ESH professionals enjoy the support guidance in teaching roles.
6. Embodies the spirit of ISM